ENTERPRISE OPERATIONS

Service Catalog

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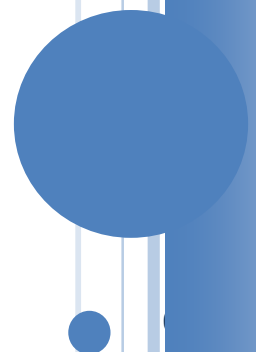
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1.0 ABOUT ENTERPRISE OPERATIONS

Enterprise Operations (EO) provides a full complement of secure information technology (IT) services to customers nationwide within the Federal public sector, including both Department of Veterans Affairs (VA) (the second largest cabinet in federal government) and other government agencies (OGA). These services include a host of technical solutions to best accomplish all tasks associated with customers' varied IT projects, such as:

- IT systems hosting services; applications management; IT service continuity management, information assurance, and data conversion; and application integration services

- Experience with all major operating systems for mainframe, UNIX, Windows and Linux platforms, and offers a wide range of platform hosting services, including Cloud

- Hosting services to include a variety of data storage options such as remote data vaulting for disaster recovery, as well as near-line and off-line tape storage

- Administration of complex IT applications that support VA medical care, financial payments, benefits, record-keeping, and research programs. Most systems support Office of Management and Budget (OMB) Exhibit 300 programs managed by EO for multiple VA program offices and projects

EO is the largest VA franchise fund operation and receives no appropriated funding. Authorized under the Government Management Reform Act, EO offers IT products and services to other Federal agencies on a full cost-recovery, fee-for-service basis. This creates a unique combination of private-industry competitiveness and public sector dedication to providing the best and most economical IT services to government customers.

EO's mission is to support One VA world-class service to Veterans and their families by delivering results-oriented, secure, highly available, and cost-effective information technology services. As a franchise fund entity, EO will leverage these abilities to other Federal government agencies. EO will fulfill its mission by accomplishing the following:

- Being in full partnership with our customers in solving their business problems

- Continuously improving service delivery

- Demonstrating measurable value

- Having a culture that fosters teamwork, pride in jobs, and respect for people, innovation, and excellence

For over 35 years, EO has been committed to serving as a business partner to every customer. Program managers facilitate communication to ensure that EO fully understands the scope of the customers' requirements and that the customers fully understand EO's role and the full complement of IT solutions available.

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EO adopted the Information Technology Infrastructure Library's (ITIL's) best practices and management processes for information technology service management (ITSM). The ITIL framework ensures repeatable processes, predictable outcomes, and continuous process improvement - key requirements for on-going operations for the organization.

EO's FY 2014 Business Plan

2.0 CORE SERVICE OFFERING

As the data center operator for a major federal cabinet, EO operates 24x7x365. State-of-the-art tools and computing environment combined with an experienced IT staff provide a processing infrastructure that is highly scalable, reliable, and secure. In addition to health, benefits, management, Web applications, virtual and imaging platforms, Microsoft Exchange, and financial applications, several VA-wide healthcare systems are supported that promote VA and Department of Defense (DOD) information sharing.

2.1 IT Systems Hosting and Administration

EO has experience with a wide range of operating systems, physical, virtual and Infrastructure-as-a-Service (IaaS) cloud computing. It offers standard platform hosting, and standardized services that provide economies of scale and cost reduction. Standard hosting services are detailed below.

2.1.1 Platforms/Operating Systems

Standard computing platforms are defined in the VA Release Architecture and include Windows and Redhat Linux on an x86 platform. EO also offers IBM mainframe processing and IaaS cloud computing. Cloud enables self-service and other functionality based on NIST definition of cloud computing (NIST SP 800-145).

2.1.2 System Administration

2.1.2.1 Windows System Administrators (SA)

Windows System Administrators manage VA TRM-approved operating systems (Windows OS) on physical and/or virtual platforms. Windows System Administrators implement and update Windows OS and system support software in a multiple environments – development, test, preproduction, and production. Windows System Administrators secure the operating system based on FISMA, NIST and VA guidelines. Windows System Administrators apply tuning parameters to ensure optimal performance. Windows System Administrators ensure data is secured and backed up based on requirements. Windows System Administrators support business continuity plans by defining requirements for system recovery and resumption of services and execute regular testing of contingency plans.

2.1.2.2   UNIX System Administrators

UNIX System Administrators manage VA TRM-approved operating systems (UNIX OS) on physical and/or virtual platforms. UNIX System Administrators implement and update UNIX OS and system support software in a multiple environments – development, test, preproduction, and production. UNIX System Administrators secure the operating system based on FISMA, NIST and VA guidelines. UNIX System Administrators apply tuning parameters to ensure optimal performance. UNIX System Administrators ensure data is secured and backed up based on requirements. UNIX System Administrators support business continuity plans by defining requirements for system recovery and resumption of services and execute regular testing of contingency plans.

2.1.3   Storage

EO's heterogeneous virtual storage environment supports mainframe, UNIX, Linux, and Windows platforms in a single, cost effective environment.

Disaster Recovery/Continuity of Operations services for EO and its customers through electronic replication of data to remote sites.

EO ensures its customers the ability to recover their systems and applications at the remote site with the following service level agreement:

- Mission Critical Applications
    - Recovery Time Objective: Less than 12 hours
    - Recovery Point Objective: Less than 2 hours
- Mission Essential Applications:
    - Recovery Time Objective: Less than 72 hours
    - Recovery Point Objective: As of last backup

The recovery time objective is the time from the declaration of the disaster to the time that the system is available for use by the customer.

The recovery point objective is the amount of data lost by the disaster. In others words, it is how current the recovered data is to the data as it existed when the disaster occurred.

Additionally, in the event of a disaster, EO must be able to provide adequate response time from the disk storage array to all of the attached servers.

2.1.4   Database Administration

EO Database Administrators (DBAs) manage VA TRM-approved database software (on physical and/or virtual platforms. DBAs implement and update databases and support software in a multiple environments – development, test, preproduction, and production. DBAs secure databases based on FISMA, NIST and VA guidelines. DBAs apply tuning parameters to ensure optimal performance. DBAs ensure data is secured and backed up based on requirements.

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DBAs support business continuity plans by defining requirements for system recovery and resumption of services and execute regular testing of contingency plans.

2.1.5 EO Architecture

EO Architects define cost-effective solutions built on VA Enterprise and Release Architecture components to support agency business functions.

2.1.6 Software

EO supports VA TRM-approved standard software packages for physical and virtual platforms.

2.1.7 Performance Monitoring

Performance monitoring enables proactive responses to system abnormalities, as defined through threshold and alert configuration, so that EO can address potential problems before customers are impacted. Performance tuning and fault isolation are supported for both UNIX and Windows environments. It also supports capacity planning from both the trend analysis and new business modeling perspectives. End-to-end response time is tracked for Web transactions and drill-down capabilities are provided to isolate problems. All incidents and changes applied enterprise-wide are logged and recorded, which also allow EO to monitor and manage any incident at any given time. Business Objects Enterprise is used as the primary tool for gathering and creating reports, providing the ability to publish any report created to the Web on a secured platform for management and customer review. These metrics are provided for management and business decisions nationwide.

2.2 Data Protection

2.2.1 Certification and Accreditation (C&A)

A security oriented product that applications require annually to maintain the Authority to Operate (ATO). A&A consists of four phases: Initiation, Assessment, Authorization, and Monitoring spread over a recurring 3-year cycle. An EO Information Assurance Specialist will be assigned for the entire lifecycle of the system to ensure continuing authorization.

2.2.2 Security Monitoring and Scanning

A security oriented product applicable to all Applications per National Institute of Standards and Technology (NIST) and Department of Veterans Affairs guidelines consisting of the latest IT Security Intelligence product in the industry. The Security Information and Event Management (SIEM) solution brings all IT Security scanning, monitoring, system events, network events and virtual events together providing real-time continuous IT Security visibility to all systems and networks.

3.0 OTHER SERVICES

3.1 Application Administration and Project Management

3.1.1 Application Administration

Application Administration schedules application tasks, develops backup schedules, monitors operations of the applications software, and troubleshoots the application when a problem occurs. In addition, Application Administration participates in tuning the application to resolve performance issues.

3.1.2 Build and Release Management

Build and Release Management ensures the planned and controlled deployment of hardware and software. Process activities include ensuring that testing and verification are complete, that assets are available for deployment, and that necessary configuration Items are included in the build. Release Management also ensures that necessary training is provided to users and support personnel and that information about the Release and its status is communicated to Stakeholders.

3.1.3 Program Management

Program Management establishes the credibility and trust necessary to maintain productive interaction with a specific customer (organizations and individuals) and serves as the Primary Point-of-Contact (POC) for EO. Activities include implementing the processes necessary to manage contracts, provision and deliver new orders, and resolve product satisfaction issues (including back charges, credits, exchanges, refunds, returned material authorizations, trouble tickets and warranties). In addition, Program Management analyzes and evaluates the business performance against the customer contract(s) and Service Level Agreement. Specifically, this means reviewing the customer-perceived satisfaction with application availability/reliability, product quality, and project cost/schedule execution. Responsibilities include effecting corrective actions through Project Managers and Resource Managers as required to maintain customer satisfaction and trust.

3.1.4 Project Management

Project Management provides oversight and management of assigned projects following VA guidelines. A project is an effort that is unique, temporary, and performed for a specific purpose. Formal procedures will be used to manage the effort where the scope, cost, schedule, and product quality are of significant interest to senior management and/or a customer.

4.0 CONTACT INFORMATION

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Appendix A RATE TABLE FOR FY 2013

FY 2013 EO Rates